



My Home Group Minutes

Meeting held on Wednesday 13th August 2025, Smithton Church, Inverness

In Attendance

MHG Members – 15 attendees from Inverness, Alness and Invergordon –

Aaron Peacher
Norma Upton
Chris Upton
Ewan Campbell
Lisa Campbell
Alexander McLachlan
James Taylor
Jackie Corbett
Mhairi Hill
David Hill
Megan Thomson
Rosemary MacLennan
Margaret MacLennan
Kim Cousins
Tyler Tattershall

Other Attendees

Helena Bruce (Housing services Manager)

Abigail McGuire (Tenancy Services Team Manager)

Emma Hughes (Maintenance Administration Team Manger)

Aisha Tufail (Housing Services Assistant)

Welcome/Introduction

All tenants were welcomed to the second My Home Group

Abby read through the April minutes.

Charter Report

Charter Reports from other associations were shown to attendees. Tenants were split into groups and they then discussed suggestions for the upcoming Key Charter report. The feedback was shared with everyone.

Feedback from tenants

- Map of Key Housing properties
- Larger font
- Not light font on dark background
- Choice of colours, consider partially sighted people
- Statistics more organised (a table) and not scattered.
- Front cover more colourful
- More tenant photos from Highlands. (We are photographing more areas that haven't been featured before.)
- A description of the photos used in the report.
- Keep key colours
- Guardians to be sent newsletter
- Actual quotes from tenants.
- More value for money information, where is the money being spent.
- References to website and social media.

Abby will share these suggestions with the graphic designer.

Easy Read Tenancy Agreement

The Easy Read tenancy agreement was shared with the tenants. Tenants were asked for feedback on the document and how it can be improved.

- More clear guidance on how homes should be kept clean and tidy. For example, doorsteps to be cleaned, communal spaces tidy.
- More information on furnishings packages
- Good layout
- More help with contacts and numbers
- Tunstall box – how it works
- Pendants - tenants would get from Highland Social Work
- How to use telecare, instructions and guides
- Pictures/photos of what service charges there are.
- The Easy Read furnishings leaflet is on the website. Paper copies are to be sent to staff

Further issues raised

No socialising in moss side brae, could send invites to all tenants (rather than just those signed up),

No one on site at Nairn after 4pm – give maintenance and housing numbers to tenants

Staff Handbook

Staff Handbook was shared and tenants asked for feedback.

Paper copies will be put in worker bases and sleepovers

- Helpful for support staff, especially those that haven't worked in the community

The handbook will be in folder format, so that any updated pages can be replaced.

Quiz

Tenants then competed a Summer Quiz to end the meeting in a nice and fun way

Next Meeting

Next meeting will be held in 2026

If you have any questions about the My Home Group, please call
Alexandra Maxwell on 0141 342 1810 or email
alexandra.maxwell@key.org.uk